

ATTACHMENT TO ADDENDUM #1 FOR ITB 10-X-2207258

QUESTIONS AND ANSWERS FROM VENDORS

**QUESTIONS RECEIVED FROM VENDORS PRIOR TO PRE-BID MEETING
AND THEIR ANSWERS**

Question: Item 42.c (One touch credit card dialing)

Would adding your calling card access number to the speed dial fulfill this requirement?

Answer: *if using speed dial in this instance can be accomplished with one touch, then it meets the requirement.*

Question: Item 42.j (One touch emergency dialing for 911 calls)

Would adding 911 to the speed dial fulfill this requirement?

Answer: *if using speed dial in this instance can be accomplished with one touch, then it meets the requirement.*

Question: Item 20 (Permit State Calling Card Usage)

We do block some (10 10 #'s), but could you please provide the details of your calling card service?

Answer: *Many state employees have state issued calling cards that they use when out of the office to make long distance calls to be charged to the State instead of to them personally. It probably is archaic now that we are bidding this with no roaming or long distance charges, but I don't see any vendors having a problem with this.*

Question: Item 36.1.ii (Mac OS x 10.3.9 or higher)

This is an old OS, would 10.4.11 or higher fulfill this requirement?

Answer: *Mac OS x 10.3.9 is a minimum. If 10.4.11 is higher than 10.3.9, then the answer would be yes.*

Question :

1. **PURPOSE OF CONTRACT:** The purpose of this Invitation to Bid (ITB) is to establish a contract between the successful vendors and the State of Alabama (hereinafter referred to as the STATE), whereby the STATE can acquire cellular (including PCS) wireless telephone, data and PDA (Personal Digital Assistant) equipment and services to support the requirements of all state agencies. Local governments and school systems (and individual

schools) have the option of purchasing from this contract. Vendors will not be allowed to bid, or add at a later date, any communication device that has two-way capability.

Vendor offers several multi-purpose handsets that can be configured for push to talk (two-way communications). The configuration requires either a push to talk feature or price plan code be associated with the device in the billing system. Without this code in the billing system, the handset is not capable of two-way communications. Vendor agrees not to make either the push to talk feature or price plan code available in its catalog. Is this an acceptable response to the foregoing requirement?

Answer: the intent is to not allow push to talk service on the T301, Cellular Equipment and Service Contract. It has been brought to my attention from more than one vendor that a large number of voice devices have 2-way capability built in, and to not allow those models would significantly reduce the number of devices that vendors would be able to offer. See addendum #1 for specification change.

Question :

43. Pricing Instructions, Section B. Target Configurations, i.Pricing, h, Instructions requests text messaging.

Is the State requesting a Text Messaging Feature which can be added to a voice plan or is the State looking for a Text Messaging Only Plan?

ANSWER: I assumed that no one would have a device with a text plan only. The intent is for the feature to be added to a voice or data plan. The verbiage is changed via addendum #1.

Question :

EQUIPMENT DOCUMENTATION:

VENDORS MUST PROVIDE COMPLETE MANUFACTURER'S DOCUMENTATION FOR ALL EQUIPMENT AND SERVICES BID. THE INFORMATION PROVIDED MUST ADDRESS ALL SPECIFICATIONS AND FEATURES FOR EACH TYPE OF COMMUNICATION DEVICE, SERVICE, AND OTHER ITEMS AS SPECIFIED IN THIS INVITATION TO BID. ALL DOCUMENTATION AND INFORMATION PROVIDED MUST BE CLEARLY LABELED TO SHOW WHICH MODEL NUMBER, SPECIFICATION, AND CATALOG NUMBER TO WHICH THE INFORMATION IS APPLICABLE. THE VENDOR MAY PROVIDE ADDITIONAL INFORMATION TO SUPPORT THE MANUFACTURER'S DOCUMENTATION IN THE SAME FORMAT. FAILURE TO PROVIDE AND LABEL THE REQUIRED DOCUMENTATION MAY RESULT IN REJECTION OF BID!

VENDORS MUST INCLUDE IN THEIR CATALOG A MINIMUM OF FIVE MODELS OF VOICE CELLULAR DEVICES FREE OF CHARGE, INCLUDING AT LEAST TWO FLIP MODELS.

THE LOWEST RESPONSIBLE LUMP SUM TOTAL BID FOR EACH MSA OR RSA WILL RECEIVE THE AWARD FOR THAT AREA PROVIDED VENDOR'S EQUIPMENT MEETS ALL SPECIFICATIONS. A VENDOR MUST BID ALL LINE ITEMS WITHIN AN AREA FOR BID TO BE COMPLIANT FOR THAT AREA.

Is the State requiring equipment documentation to be provided within the ITB response? Vendor will comply with the State's requirements however, in an effort to go green and due to the volume of documentation, vendor would like to offer an interactive user's manuals that can be accessed at <http://support.xyz.com/phones/?newphone=1> instead of a printed instruction manual. Is this acceptable to the state?

Answer: *the State is requiring equipment documentation to be provided with the bid response. Specification #7 of the Bid Attachment (page 1) indicates that the bidder is to submit an original paper response, two paper copies and a soft copy of the Catalog Detail Price Sheet. Page three of the itb document also states: Internet and/or website links will not be accepted in bid responses as a means to supply any requirements stated in this itb (invitation to bid). The answer to your last question, Is this acceptable to the State? Is no.*

QUESTION: CONVERSION OF EXISTING SERVICE:

THE NEW SERVICE PROVIDER MUST ALSO PROVIDE WIRELESS LOCAL NUMBER PORTABILITY (WLNP) TO THOSE CONVERTING. THE AWARDED VENDORS WILL WORK WITH THE STATE TO HAVE THESE NUMBERS PORTED IN A SMOOTH MANNER, WITHOUT DISRUPTION OF SERVICE.

VENDOR will comply with all FCC regulations regarding to Local Number Portability in addition to working with the STATE to insure a smooth transition of wireless service. Does the state consider this an acceptable response to this requirement?

Answer: *a written response of compliance is not required. Compliance of the stated specification is required and is expected of the awarded vendor, if number portability is necessary.*

Question:

FREE LOANERS: For special events, vendor must provide phones and services for a limited period of time at no cost to the STATE.

Vendor asks that the state define "limited period of time"

Answer: *For most special events, that would cover one to 14 days, but there could always be an exception and do not wish to disallow a vendor from providing devices and service beyond the 14 days. Additional verbiage to specify time frame of loaners is added to the addendum.*

Question: 1. What is a C scale map?

2. Will a good Better best type map suffice? Copy attached for reference

Answer: See addendum for specification requirement.

QUESTION: Please clarify this further

PERMIT STATE CALLING CARD USAGE:
THE VENDOR'S NETWORK EQUIPMENT MUST IN NO WAY IMPEDE OR
PREVENT STATE OFFICIALS FROM USING THEIR STATE ISSUED
CALLING CARDS FOR LONG DISTANCE CALLS.

ANSWER: Many state employees have state issued calling cards that they use when out of the office to make long distance calls to be charged to the State instead of to them personally. It probably is archaic now that we are bidding this with no roaming or long distance charges, but I don't see any vendors having a problem with this.

Question: When we spoke earlier, you listed the items each vendor will need to submit for the bid:

1. Page 1 of ITB / signed and notarized
2. Price Sheet (which you may or may not remove)
3. Catalog Detailed Pricing Sheet / existing form cannot be modified
4. Target Configuration Price Sheet
5. Any addendums which may come after the Pre-Bid Conference

My question is, there are sections within the bid which request specific information, such as follows:

Item 2 - E-Rate
Item 18 - Protection Against Theft of Service
Item 21 - Area Code Blocking
Item 41 / sub e. - Emergency Plan
Item 26 - Detailed Emergency Response Plan

ANSWER: Actually, I was referring to the individual pieces of paper that comprise the bid document. The items LISTED would be pieces of paper generated by you, and you would place those within your bid response, along with any other documentation required, such as literature. It is not necessary to return the bid specifications. In fact, vendors should keep those for future reference.

Question: have a question about Section 41, Service Specifications, Section g. It states that each telephone is assigned a specific # of minutes, and will share any unused minutes with a group of phones.

The plans we offer, provide a large pool of minutes, each user within the pool shares the minutes.

Example:

35K Minute Pooling Plan

35,000 minutes shared between 50 users

Each user would receive 700 minutes

Unused minutes would be shared with other users within pool

Our plans are setup a little differently from the other carriers. The advantage is the State would receive the optimal # of minutes they need, without purchasing minutes they are not using.

ANSWER: I believe that the specifications are in line with the example. There is nothing in the specifications that define a certain number of users, or that the minutes must be doled out in a specific manner. I feel that the specifications in the itb match the example.

QUESTIONS ASKED DURING PRE-BID MEETING WITH THEIR ANSWERS

Question: Concerning device specs, are you looking for cut sheets on the devices included in the bid?

Answer: We require information that includes the specifications, features and a picture of the device. That can be a one or two page document, or you can provide the manual that accompanies the device.

Question: Would the format of the contract that results from this bid be a State-based contract or would it be a customer-based contract? In other words, who would draft that (the contract)?

Answer: The contract document is derived from the invitation to bid. The terms, conditions and the specifications of the contract come from the terms, conditions and specifications listed within the invitation to bid, which includes the itb document as well as the specification attachment.

Question: After this meeting today (the pre-bid meeting), is there a timeline or a deadline by which we can get any additional clarification questions in to you and responses?

Answer: No other questions or requests for clarification will be accepted once the pre-bid meeting adjourns.

Question: Will the addendum be e-mailed out or mailed out?

Answer: The addendum will be mailed to the vendors who attended the pre-bid meeting and will also be posted to State Purchasing's web site.

Question: As a follow-up to a prior question concerning the contract, will the contract be generated by the State as opposed to the vendor generating the contract?

Answer: Yes.

Question: Because there are two documents, the invitation to bid and the specification attachment, which one of these two documents should we be referring to in the bid response, because there is duplication of information in both documents, and there is slight additional information in the other one?

Answer: You are to use both documents to form your bid response. There is duplication because the contract is created from the invitation to bid document in our purchasing system, but the vendors are bound to provide everything that the entire bid package specifies. The terms and conditions of the contract are in both the itb document and the bid specification attachment.

Question: Concerning the specification for service and repair, will the State accept authorized re-sellers for service and repairs?

Answer: No.

Question: If a vendor can provide coverage for a number of counties within a particular RSA, should we specifically list out which of those counties within an RSA that a vendor can provide service to?

Answer: On the Target Configuration Price Sheet vendors are to indicate which RSA's and MSA's they can provide service to. If the vendor can provide satisfactory service to the entire area, write all on that line. If a vendor can provide service to only certain counties within that area, write in those counties.

Question: Under Mandatory Service Features, is it the State's intent that the vendor be able to provide the call forwarding feature at no charge?

Answer: It is the State's intent that the vendor provide both the access to and usage of those features free of charge and the specification is changed per the attached addendum.

Question: The bid states on page 7 that the State will not pay for detailed billing, any early termination fees, or device insurance, or warranty, and then on page 10 under warranty it states that all equipment must have a one year warranty. The question is, is it the State's expectation that the vendor provide insurance at no additional charge for every single line or is the minimum strictly the one year warranty and then the State would like to see the pricing for any insurance options beyond that?

Answer: The State requires a minimum one year warranty on all devices, but does not require the vendor to provide device insurance at no charge. The State will not pay for device insurance against loss, theft or misuse.

Question: Concerning specification number 13, taxes and fees, will the State pay the Federal Universal Service Fund?

Answer: The FCC states that they do not require telecommunications providers to recover their Universal Service contribution from their customers, therefore the State is not required to pay this fee and the State will not pay it.

Question: Will the State allow agencies that choose to go paperless on their billing do so?

Answer: As long as there is no charge for the service and it is allowed by the State Auditor and the State Comptroller, then State Purchasing has no problem with it.

END OF QUESTION AND ANSWER ATTACHMENT